



# North Communications

## Sole-Source Procurement Information

North Communications has accumulated years of experience in the design, development, deployment, management, maintenance, and enhancement of turnkey interactive multimedia kiosk networks for government organizations. This includes the manufacture of public access kiosks, configuring them for host communications, and installing them in various types of locations and environmental conditions. The total breadth and depth of this experience is unique, and has resulted in many sole-source procurements. Sole-source kiosk network projects have been awarded by: the State of Texas, State of Hawaii, State of Nebraska, State of California, State of Pennsylvania, State of Washington, Los Angeles County, Ventura County, Tulare County, U.S.: Health Care Finance Administration, and the U.S.: Social Security Administration, among others.

Sole-source awards have been provided to North Communications based on recognition of the time, cost, and performance advantages of having all development and network skills provided by a single specialized supplier, supported by IBM, who has demonstrated a successful track record in the deployment and management of multiple interactive kiosk networks. The following factors justify North Communications as a sole-source vendor for the proposed \_\_\_\_\_ multimedia kiosk network.

The Multimedia Engine™ is a proprietary software system and development environment created and licensed by North Communications which is comprised of various programs and media objects, including a database entry program, database conversion program, runtime engine, fonts, icons, and utility programs, host communications, network management, and built-in modules to communicate and settle financial accounts with major credit and debit card networks. The Engine allows quick prototyping and delivery of high-performance, sophisticated transactional network systems and is employed to develop the original program. It is currently the basic architecture behind more than 30 major public sector applications, including states, counties, cities, federal, and international governmental entities.

The Engine is thus a defacto industry standard for high-performance transactional networks, where full integration with existing data processing systems, the ability to conduct financial transactions, sophisticated network management, and online control functions are required. Applications developed on the Engine can easily be detached, made into reusable modules, and joined to other Engine applications; this means that programs are modular and can be added to any existing or to-be-created multimedia network.

## EXHIBIT

North Communications has developed proprietary software which enables multimedia workstation kiosks to function as mid-range or mainframe terminals, in a mode which is transparent to the host processor. The ATAI™ (Automated Transaction Application Interface) communications software is patent-pending and is the only technology which currently enables this kind of real-time interactivity between a multimedia touchscreen and a host computer, with no requirement for modifications to the existing host applications. This adaptability is key to the flexible expansion of the network's communications capabilities.

The Company has also engineered an industry-standard, microchannel circuit board which enables the integration of peripheral media devices (i.e. an auto-cut printer, credit card reader, ultrasonic motion detector, amplifier, alarm system, security lockbox, etc.) with the other components of a multimedia kiosk system. A device with these capabilities is essential in a system with full financial transactional capability. This product is called ATIOS™ (Automated Transaction Input/Output System).

To date, no company besides North Communications has developed and deployed an online multimedia kiosk network capable of real time, self-service performance of financial transactions between government and its citizens. North has installed four such networks (Auto Clerk, InfoBrisbane, SingaPost, and Info/California), each of which has been successfully in operation for over 12 months. The company has recently deployed two new such networks (Info/Pennsylvania and Info/New Brunswick), and three others are currently in production.

Additionally, no other company has developed and deployed an interactive kiosk network whereby multiple agencies have shared a common platform and presented the government with a seamless electronic face to its citizens. North Communications has two such networks (Hawaii Access and Info/California), each of which has been successfully in operation for over 24 months. The company has recently deployed three new such networks (Info/Pennsylvania, Info/New Brunswick, and WIN) and two others are currently in production. Also, North is the only company which has been the multimedia kiosk developer for four U.S. federal agencies (HCFA, SSA, VA, and USPS).

A successful interactive multimedia kiosk network requires a unique combination of skills and experience--a vendor experienced in both pc and mainframe transactional communications, in state/county/city/federal government requirements and standards, in multiple host communications, and in building multimedia kiosks with integrated transactional hardware suited to unattended usage in public locations. North Communications is truly unique in its ability to meet all of these criteria, with proven successful applications currently installed and operating around the world.

# North Communications' Sole Source Awards

- **State of Pennsylvania - "Info/Pennsylvania" - 1994**
  - \* Job match, employment info, DMV, health, museums, parks; statewide kiosk network
- **Province of Nova Scotia - "Info/Nova Scotia" - 1994** (jointly w/ MT&T)
  - \* Payment for telephone and utility bills, hunting and fishing licenses, government info
- **State of Washington - "WIN" - 1994** (IBM was prime contractor)
  - \* Job match, employment info, unclaimed property, parks; statewide kiosk network
- **Province of New Brunswick - "Info/New Brunswick" - 1994** (jointly w/ NB Tel)
  - \* Payment for telephone and utility bills, hunting and fishing licenses, government info
- **Republic of Singapore - "SingaPost" - 1993** (IBM was prime contractor)
  - \* Payment for postage and postal supplies, payment of utility bills, government info
- **State of Texas - "Info/Texas" - 1993**
  - \* Job match and employment focus; statewide kiosk network
- **City of Brisbane (Australia) - "InfoBrisbane" - 1993**
  - \* Citywide kiosk network with ratepayment and ticketing
- **U.S. Fed.: Post Office - "Infopost" - 1993** (IBM was prime contractor)
  - \* Information on U.S. Post Office goods and services, as well as history
- **State of Hawaii - "Alexis" - 1993**
  - \* Job match and employment info; integrated with 'Hawaii Access'
- **State of Nebraska - "Info/Nebraska" - 1993** (IBM was prime contractor)
  - \* Job match and employment information
- **State of California - "DMV Net" - 1993**
  - \* Renewal of driver's license and registration
- **Ventura County, CA - "Auto Clerk" - 1993**
  - \* Payment of parking and traffic tickets; small claims court info
- **Los Angeles Municipal Court, CA - "Auto Clerk" - 1993**
  - \* Payment of parking and traffic tickets; small claims court info
- **U.S. Fed.: Social Security Administration - "SSA Access" - 1992**
  - \* Information on Social Security benefits and procedures
- **U.S. Fed.: Health Care Finance Administration - "MediTouch" - 1992**
  - \* Information on Medicare benefits and procedures
- **State of California - "Vital Records" - 1992** (IBM was prime contractor)
  - \* Ordering of Birth certificates at kiosk
- **Republic of Singapore - "SingaTouch" - 1992** (IBM was prime contractor)
  - \* Paying of traffic fines, registration and payment of vehicles
- **State of California - "Info/California" - 1991** (IBM was prime contractor)
  - \* Statewide, cross-agency information kiosk network
- **Los Angeles County, CA - "Auto Clerk" - 1991**
  - \* Payment of parking and traffic tickets; small claims court info
- **State of Hawaii - "Hawaii Access" - 1990**
  - \* Statewide, cross-agency information kiosk network
- **Tulare County, CA - "Tulare Touch" - 1990**
  - \* Pre-qualification and registration for welfare recipients